

Federal Communications Commission

CC 02-332

NORTH DAKOTA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-6A	DS3, Avg Days		17.00				67.00		5.00		a b c d
OP-6A	Frame Relay, Avg Days		5.00		8.50		13.60		7.25		a b c d
OP-6A	ISDN Primary, Avg Days		3.40		5.00	26.00	110.63				a b c d
OP-6A	Line Sharing, Avg Days	D	7.87		3.19		3.15		5.46		a b c d
OP-6A	Line Sharing, Avg Days	ND	4.41		4.42		3.42		5.68		a b c d
OP-6A	PBX, Avg Days	D							4.00		a b c d
OP-6A	PBX, Avg Days	ND					20.00				a b c d
OP-6A	PBX, Avg Days				23.00		32.00		20.50		a b c d
OP-6A	Qwest DSL, Avg Days	D			7.00		3.50		3.00		a b c d
OP-6A	Qwest DSL, Avg Days	ND	11.00		4.75		2.17				a b c d
OP-6A	Qwest DSL, Avg Days						5.00				a b c d
OP-6A	Residence, Avg Days	D	8.97	4.25	3.50	3.33	2.50		5.58	3.50	a b c d
OP-6A	Residence, Avg Days	ND	4.63		3.60	1.00	3.42		5.68		a b c d
OP-6A	UBL - 2-wire, Avg Days		29.00	1.00		17.00				12.00	a b c d
OP-6A	UBL - 4-wire, Avg Days		17.48		17.29		14.80		15.80		a b c d
OP-6A	UBL - ADSL Qualified, Avg Days				7.00		3.50		3.00		a b c d
OP-6A	UBL - DS1 Capable, Avg Days		17.48		17.29	12.00	14.80	7.00	15.80		a b c d
OP-6A	UBL - DS3 Capable, Avg Days		17.00				67.00		5.00		a b c d
OP-6A	UBL Analog, Avg Days		7.87	8.67	3.19	8.25	3.15	3.50	5.46	8.18	a b c
OP-6A	UBL Analog, Avg Days	D	7.87								a b c d
OP-6A	UBL ISDN Capable, Avg Days		29.00								a b c d
OP-6A	UDIT Above DS1 Level, Avg Days		17.00				67.00		5.00		a b c d
OP-6A	UDIT DS1, Avg Days		17.48		17.29		14.80		15.80		a b c d
OP-6A	UNE-P, POTS, Avg Days	D	7.87	6.00	3.19		3.15		5.46		a b c d
OP-6A	UNE-P, POTS, Avg Days	ND	4.41	6.67	4.42		3.42		5.68		a b c d
OP-6A	UNE-P, Centrex, Avg Days	D	6.00			1.00	3.00	1.50	1.00	2.00	a b c d
OP-6A	UNE-P, Centrex, Avg Days	ND	5.00	3.00				1.00			a b c d
OP-6A	UNE-P, Centrex 21, Avg Days	ND			1.00						a b c d
OP-6B	Delayed Days for Facility Reasons										
OP-6B	Business, Avg Days	D	40.75		46.33		4.00	5.00	3.17	23.00	a b c d
OP-6B	Business, Avg Days	ND			14.00						a b c d
OP-6B	Centrex, Avg Days	D	19.50		7.20		2.00				a b c d
OP-6B	Centrex, Avg Days	ND			7.00						a b c d

Federal Communications Commission

FCC 02-332

NORTH DAKOTA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-6B	DS1, Avg Days		14.00		21.00		19.33	2.00	29.80		a b c d
OP-6B	DS3, Avg Days								30.00		a b c d
OP-6B	Frame Relay, Avg Days								7.00		a b c d
OP-6B	Line Sharing, Avg Days	D	12.89		9.90		8.40		7.41		a b c d
OP-6B	Line Sharing, Avg Days	ND	2.60		4.80		4.50		3.14		a b c d
OP-6B	Residence, Avg Days	D	8.25		6.86	5.67	9.45		8.08		a b c d
OP-6B	Residence, Avg Days	ND	2.60		2.50		4.50		3.14		a b c d
OP-6B	UBL - 2-wire, Avg Days									1.00	a b c d
OP-6B	UBL - 4-wire, Avg Days		14.00		21.00		19.33		29.80		a b c d
OP-6B	UBL - DS1 Capable, Avg Days		14.00		21.00		19.33		29.80		a b c d
OP-6B	UBL - DS3 Capable, Avg Days								30.00		a b c d
OP-6B	UBL Analog, Avg Days	D	12.89								a b c d
OP-6B	UBL Analog, Avg Days		12.89		9.90		8.40	6.00	7.41		a b c d
OP-6B	UDIT Above DS1 Level, Avg Days								30.00		a b c d
OP-6B	UDIT DS1, Avg Days		14.00		21.00		19.33		29.80		a b c d
OP-6B	UNE-P, POTS, Avg Days	D	12.89		9.90		8.40		7.41		a b c d
OP-6B	UNE-P, POTS, Avg Days	ND	2.60		4.80		4.50		3.14		a b c d
OP-6B	UNE-P, Centrex, Avg Days	D	19.50	6.67	7.20		2.00	4.67		6.00	a b c d
OP-6B	UNE-P, Centrex, Avg Days	ND			7.00						a b c d
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop										
OP-7	Analog, Hrs:Min			0:04		0:03		0:02		0:03	
OP-7	Other, Hrs:Min			0:05		0:02		0:04		0:02	a b c d
OP-8	Number Portability Timeliness										
OP-8B	LNP, %			100%		100%		100%		100%	
OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%			99.27%		100%		100%		100%	
OP-13	Coordinated Cuts - Unbundled Loop										
OP-13A	Completed on Time, UBL - Analog, %			100%		100%		100%		100%	
OP-13A	Completed on Time, UBL Other, %			100%		100%		100%		100%	a b d
OP-13B	Started Without CLEC Approval, UBL - Analog, %			0%		0%		0%		0%	
OP-13B	Started Without CLEC Approval, UBL Other, %			0%		0%		0%		0%	a b d
OP-15A	Interval for Pending Orders Delayed Past Due Date										
OP-15A	Basic Rate ISDN, Avg Days		107.57		166.50		188.50		121.17		a b c d

Federal Communications Commission

FCC 02-332

NORTH DAKOTA PERFORMANCE METRIC DATA

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-15A	Business, Avg Days		77.701	216.001	92.82	238.001	103.46	140.00	117.59	280.00	a b c d
OP-15A	Centrex 21, Avg Days		43.50		55.25		95.00		87.50		a b c d
OP-15A	Centrex, Avg Days		9.00		1.50		3.00		0.00		a b c d
OP-15A	DS0, Avg Days		74.33		210.00		86.33				a b c d
OP-15A	DS1, Avg Days		34.97		44.24		51.47		67.20		a b c d
OP-15A	DS3, Avg Days		44.00		18.25		27.67		35.50		a b c d
OP-15A	Frame Relay, Avg Days		6.67		26.50		0.00				a b c d
OP-15A	ISDN Primary, Avg Days		85.00	7.00	107.00						a b c d
OP-15A	PBX, Avg Days		60.00		42.00		104.00		124.00		a b c d
OP-15A	Residence, Avg Days		52.46	123.33	49.75	245.00	49.21	267.00	35.94	143.50	a b c d
OP-15A	UBL - 2-wire, Avg Days		107.57	58.50	166.50	99.67	188.50	56.14	121.17	141.67	a b c d
OP-15A	UBL - 4-wire, Avg Days		34.97		44.24		51.47		67.20		a b c d
OP-15A	UBL - DS1 Capable, Avg Days		34.97	3.00	44.24	2.00	51.47		67.20		a b c d
OP-15A	UBL - DS3 Capable, Avg Days		44.00		18.25		27.67		35.50		a b c d
OP-15A	UBL Analog, Avg Days		49.60	94.72	45.43	109.79	60.34	114.68	69.31	119.12	
OP-15A	UBL ISDN Capable, Avg Days		107.57		166.50		188.50		121.17		a b c d
OP-15A	UDIT Above DS1 Level, Avg Days		44.00		18.25		27.67		35.50		a b c d
OP-15A	UDIT DS1, Avg Days		34.97		44.24		51.47		67.20		a b c d
OP-15A	UNE-P, POTS, Avg Days		62.83	102.00	65.67	216.00	66.96	243.00	54.72	178.00	a b c d
OP-15A	UNE-P, Centrex, Avg Days		9.00	24.83	1.50	29.50	3.00	19.40	0.00	28.00	a b c d
OP-15A	UNE-P, Centrex 21, Avg Days		43.50		55.25		95.00		87.50		a b c d
OP-15B	Pending Orders Delayed for Facilities Reasons										
OP-15B	Basic Rate ISDN		1		1		2		4		a b c d
OP-15B	Business		10	0	12	0	11	1	8	0	a b c d
OP-15B	Centrex 21		0		0		0		0		a b c d
OP-15B	Centrex		0		0		0		0		a b c d
OP-15B	DS0		2		0		1				a b c d
OP-15B	DS1		5		9		17		11		a b c d
OP-15B	DS3		0		0		2		1		a b c d
OP-15B	Frame Relay		2		1		1				a b c d
OP-15B	ISDN Primary		0	1	23						a b c d
OP-15B	PBX		0		0		0		0		a b c d
OP-15B	Residence		33	2	47	0	46	0	35	0	a b c d

Federal Communications Commission

FCC 02-332

NORTH DAKOTA PERFORMANCE METRIC DATA

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OP-15B	UBL - 2-wire		1	1	1	1	2	3	4	1	a b c d
OP-15B	UBL - 4-wire		5		9		17		11		a b c d
OP-15B	UBL - DS1 Capable		5	1	9	0	17		11		a b c d
OP-15B	UBL - DS3 Capable		0		0		2		1		a b c d
OP-15B	UBL Analog		29	2	40	2	31	4	20	5	a b c d
OP-15B	UBL ISDN Capable		1		1		2		4		a b c d
OP-15B	UDIT Above DS1 Level		0		0		2		1		a b c d
OP-15B	UDIT DS1		5		9		17		11		a b c d
OP-15B	UNE-P, POTS		43	0	59	0	57	0	43	0	a b c d
OP-15B	UNE-P, Centrex		0	0	0	0	0	0	0	0	a b c d
OP-15B	UNE-P, Centrex 21		0		0		0		0		a b c d
OP-17	Timeliness of Disconnects associated with LNP Orders										
OP-17A	LNP, %			100%		100%		100%		100%	
OP-17B	LNP, %			100%		100%		100%		100%	
OPERATOR SERVICES											
OS-1	Speed of Answer - Operator Services										
OS-1	Average Seconds		9.67		8.51		8.51		8.91		a b c d
PRE-ORDER/ORDER											
PO-1	Pre-Order/Order Response Times										
PO-1A-1(a)	Appt. Sched, GUI Req, Avg Sec			0.55		0.57		0.55		0.56	
PO-1A-1(b-c)	Appt. Sched, GUI Resp/Accept, Avg Sec			2.44		2.6		2.24		1.77	
PO-1A-10(a)	Meet Point Inquiry, GUI Req, Avg Sec			0.48		0.48		0.48		0.47	
PO-1A-10(b)	Meet Point Inquiry, GUI Resp, Avg Sec			19.85		19.95		13.51		4.87	
PO-1A-10Total	Meet Point Inquiry, GUI Aggr, Avg Sec			20.34		20.43		14		5.34	
PO-1A-1Total	Appt. Sched, GUI Aggr, Avg Sec			2.99		3.17		2.79		2.33	
PO-1A-2(a)	Service Avail, GUI Req, Avg Sec			0.51		0.52		0.51		0.5	
PO-1A-2(b)	Service Avail, GUI Resp, Avg Sec			5.66		6.11		6.37		6.75	
PO-1A-2Total	Service Avail, GUI Aggr, Avg Sec			6.17		6.63		6.89		7.25	
PO-1A-3(a)	Facility Check, GUI Req, Avg Sec			0.7		0.72		0.7		0.7	
PO-1A-3(b)	Facility Check, GUI Resp, Avg Sec			7.41		7.73		7.63		7.48	
PO-1A-3Total	Facility Check, GUI Aggr, Avg Sec			8.11		8.45		8.33		8.18	
PO-1A-4(a)	Address Validation, GUI Req, Avg Sec			1.3		1.32		1.34		1.31	
PO-1A-4(b)	Address Validation, GUI Resp, Avg Sec			4.64		4.65		4.67		5.1	

Federal Communications Commission

FCC 02-332

NORTH DAKOTA PERFORMANCE METRIC DATA

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-1A-4Total	Address Validation, GUI Aggr, Avg Sec			5.94		5.97		6.01		6.41	
PO-1A-5(a)	Get CSR, GUI Req, Avg Sec			0.69		0.74		0.72		0.7	
PO-1A-5(b)	Get CSR, GUI Resp, Avg Sec			6.55		5.79		5.82		5.59	
PO-1A-5Total	Get CSR, GUI Aggr, Avg Sec			7.23		6.53		6.54		6.28	
PO-1A-6(a)	TN Reserv, GUI Req, Avg Sec			0.79		0.82		0.8		0.79	
PO-1A-6(b)	TN Reserv, GUI Resp, Avg Sec			4.45		4.91		4.69		4.5	
PO-1A-6(c)	TN Reserv, GUI Accept, Avg Sec			0.65		0.74		0.71		0.66	
PO-1A-6Total	TN Reserv, GUI Aggr, Avg Sec			5.89		6.47		6.2		5.94	
PO-1A-7(a)	Loop Qual Tools, GUI Req, Avg Sec			0.95		0.98		0.96		1.05	
PO-1A-7(b)	Loop Qual Tools, GUI Resp, Avg Sec			8.73		8.09		7.9		5.75	
PO-1A-7Total	Loop Qual Tools, GUI Aggr, Avg Sec			9.68		9.07		8.86		6.8	
PO-1A-8(a)	Resale of Qwest DSL Qual, GUI Req, Avg Sec			0.9		0.98		0.91		0.91	
PO-1A-8(b)	Resale of Qwest DSL Qual, GUI Resp, Avg Sec			5.51		6.66		6.09		5.63	
PO-1A-8Total	Resale of Qwest DSL Qual, GUI Aggr, Avg Sec			6.41		7.64		7		6.54	
PO-1A-9(a)	Connecting Facility Assign, GUI Req, Avg Sec			0.44		0.44		0.47		0.44	
PO-1A-9(b)	Connecting Facility Assign, GUI Resp, Avg Sec			17.83		18.14		14.1		8.25	
PO-1A-9Total	Connecting Facility Assign, GUI Aggr, Avg Sec			18.28		18.58		14.56		8.69	
PO-1B-1	Appt. Sched, EDI Req/Resp, Avg Sec			4.77		4.55		3.99		3.55	
PO-1B-10	Meet Point Inquiry, EDI Req/Resp, Avg Sec			20.77		20.29		13.09		5.41	
PO-1B-2	Service Avail, EDI Req/Resp, Avg Sec			6.32		6.09		6.23		6.61	
PO-1B-3	Facility Check, EDI Req Resp, Avg Sec			6.38		5.73		6.75		7.33	
PO-1B-4	Address Validation, EDI Req Resp, Avg Sec			3.11		2.47		2.52		2.88	
PO-1B-5	Get CSR, EDI Req/Resp, Avg Sec			3.43		2.01		2.6		2.66	
PO-1B-6	TN Reserv, EDI Req Resp, Avg Sec			5.41		5.52		5.06		5.18	
PO-1B-7	Loop Qual Tools, EDI Req Resp, Avg Sec			9.23		8.64		9.67		7.24	
PO-1B-8	Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec			6.31		6.11		5.16		5.74	
PO-1B-9	Connecting Facility Assign, EDI Req/Resp, Avg Sec			18.12		16.97		12.37		8.03	
PO-1C-1	Timeout, GUI Total, %			0.05%		0.10%		0.02%		0.04%	
PO-1C-2	Timeout, EDI Total, %			0.07%		0%		0.02%		0.24%	
PO-1D-1	Rejected Query, GUI Total, Avg Sec			1.46		1.57		1.36		1.34	
PO-1D-2	Rejected Query, EDI Total, Avg Sec			2.84		3.15		2.15		1.84	
PO-20	Manual Service Order Accuracy										
PO-20	POTS Resale, %			90.25%		90.58%		92.78%		96.88%	

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-20	UBL Aggr, %			98.46%		95.20%		95.16%		94.42%	
PO-2	Electronic Flow-through										
PO-2A-1	GUI, LNP, %			22.95%		22.92%		13.95%		29.63%	
PO-2A-1	GUI, Resale Aggr w/o UNE-P-POTS, %			57.14%		65.94%		73.29%		75.00%	
PO-2A-1	GUI, UBL Aggr, %			37.16%		44.60%		54.37%		55.61%	
PO-2A-1	GUI, UNE-P, POTS, %			32.14%		36.90%		36.96%		75.78%	
PO-2A-2	EDI, LNP, %					0%		0%		0%	a b c d
PO-2A-2	EDI, Resale Aggr w/o UNE-P-POTS, %			67.07%		58.00%		63.93%		63.54%	
PO-2A-2	EDI, UBL Aggr, %			71.19%		79.37%		17.98%		36.30%	
PO-2A-2	EDI, UNE-P, POTS, %			37.78%		74.36%		83.78%		72.22%	
PO-2B-1	All Eligible LSRs, GUI, LNP, %			100%		91.67%		85.71%		100%	c d
PO-2B-1	All Eligible LSRs, GUI, POTS Resale, %			95.28%		96.42%		97.43%		97.37%	
PO-2B-1	All Eligible LSRs, GUI, UBL Aggr, %			89.45%		90.84%		96.88%		97.03%	
PO-2B-1	All Eligible LSRs, GUI, UNE-P, POTS, %			90.00%		91.18%		80.95%		93.89%	
PO-2B-2	All Eligible LSRs, EDI, LNP, %									0%	a b c d
PO-2B-2	All Eligible LSRs, EDI, POTS Resale, %			100%		100%		100%		98.29%	
PO-2B-2	All Eligible LSRs, EDI, UBL Aggr, %			100%		95.68%		96.70%		94.83%	
PO-2B-2	All Eligible LSRs, EDI, UNE-P, POTS, %			100%		90.63%		96.88%		100%	
PO-3	LSR Rejection Notice Interval										
PO-3A-1	GUI - Manual Reject, Product Aggr, Hrs:Min			4:49		2:43		3:33		3:51	
PO-3A-2	GUI - Auto-Reject, Product Aggr, Min:Sec			00:04		00:04		00:03		00:03	
PO-3B-1	EDI - Manual Reject, Product Aggr, Hrs:Min			3:07		1:00		1:42		1:20	
PO-3B-2	EDI - Auto-Reject, Product Aggr, Min:Sec			00:06		00:06		00:05		00:05	
PO-3C	Manual and IIS, Product Aggr, Hrs:Min			3:57		23:39		13:36		14:15	a b
PO-4	LSRs Rejected										
PO-4A-1	GUI - Manual Reject, Product Aggr, %			4.36%		2.25%		2.41%		2.20%	
PO-4A-2	GUI - Auto-Reject, Product Aggr, %			31.30%		32.17%		31.07%		31.56%	
PO-4B-1	EDI - Manual Reject, Product Aggr, %			8.19%		4.46%		4.57%		4.67%	
PO-4B-2	EDI - Auto-Reject, Product Aggr, %			24.11%		24.10%		20.28%		20.79%	
PO-4C	Facsimile, Product Aggr, %			28.57%		17.07%		33.33%		36.36%	a
PO-5	Firm Order Confirmations (FOCs) On Time										
PO-5A-1(a)	Fully Electronic, GUI, Resale Aggr, %			100%		100%		100%		100%	
PO-5A-1(b)	Fully Electronic, GUI, UBL Aggr, %			100%		99.56%		100%		100%	

Federal Communications Commission

FCC 02-332

NORTH DAKOTA PERFORMANCE METRIC DATA

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-5A-1(c)	Fully Electronic, GUI, LNP, %			100%		100%		100%		100%	b c d
PO-5A-2(a)	Fully Electronic, EDI, Resale Aggr, %			97.22%		100%		100%		100%	
PO-5A-2(b)	Fully Electronic, EDI, UBL Aggr, %			100%		100%		100%		100%	
PO-5B-1(a)	Elec/Manual, GUI, Resale Aggr, %			96.30%		98.66%		98.71%		95.65%	
PO-5B-1(b)	Elec/Manual, GUI, UBL Aggr, %			98.98%		98.63%		98.05%		100%	
PO-5B-1(c)	Elec/Manual, GUI, LNP, %			97.30%		100%		96.88%		100%	
PO-5B-2(a)	Elec/Manual, EDI, Resale Aggr, %			94.95%		100%		99.55%		100%	
PO-5B-2(b)	Elec/Manual, EDI, UBL Aggr, %			100%		100%		100%		100%	
PO-5B-2(c)	Elec/Manual, EDI, LNP, %							75.00%		100%	a b c d
PO-5C-(a)	Manual, Resale Aggr, %			66.67%		91.67%		100%		100%	a d
PO-5C-(b)	Manual, UBL Aggr, %			100%		100%		100%		100%	a b c d
PO-5C-(c)	Manual, LNP, %					100%		100%		100%	a b c d
PO-5D	LIS Trunk, %			100%		100%		100%		100%	
PO-6	Work Completion Notification Timeliness										
PO-6A	IMA - GUI, All, Hrs:Min			0:29		1:26		1:28		3:01	
PO-6B	IMA - EDI, All, Hrs:Min			1:07		3:46		2:46		1:07	
PO-7	Billing Completion Notification Timeliness										
PO-7A-C	IMA - GUI, All, %		96.20%	94.62%	96.59%	96.91%	97.06%	98.78%	96.90%	97.40%	
PO-7B-C	IMA - EDI, All, %		96.20%		96.59%		97.06%		96.90%		a b c d
PO-8	Jeopardy Notice Interval										
PO-8A	Non-Designed Services, Avg Days		5.82	12.00	5.36	5.00	6.36	1.33	5.61	2.33	a b c d
PO-8B	UBLs and LNP, Avg Days		5.82	3.20	5.36	10.18	6.36	3.82	5.61	4.76	a
PO-8D	UNE-P, POTS, Avg Days		5.82		5.36		6.36		5.61	2.00	a b c d
PO-9	Timely Jeopardy Notices										
PO-9A	Non-Designed Services, %		25.77%	0%	35.48%	25.00%	37.72%	0%	43.64%	0%	a b c d
PO-9B	UBLs and LNP, %		25.77%	6.25%	35.48%	57.14%	37.72%		43.64%	83.33%	b c d
PO-9C	LIS Trunk, %				0%						a b c d
PO-9D	UNE-P, POTS, %		25.77%	0%	35.48%		37.72%		43.64%		a b c d
PO-10	LSR Accountability										
PO-10	Product Aggr, %			100%		100%		100%		100%	
PO-15	Number of Due Date Changes per Order										
PO-15	All, Avg Days		0.03	0.06	0.03	0.05	0.02	0.02	0.05	0.04	
PO-16	Timely Release Notifications										

Federal Communications Commission

FCC 02-332

NORTH DAKOTA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-19	SATE Accuracy, %			98.95%							b c d
PO-19A	SATE Accuracy, Rel. 10.0, %					100%		98.45%		98.45%	a
PO-19A	SATE Accuracy, Rel. 8.0, %					100%		99.47%		98.94%	a
PO-19A	SATE Accuracy, Rel. 9.0, %					99.47%		100%		98.94%	a
PO-19A	SATE Accuracy, Rel. VICKI, %					100%		100%		100%	a
PO-19B	SATE Accuracy, %					99.16%					a c d

Metric Number:

* = Metrics recalculated after NTF tickets are excluded. These metrics have not been audited by a third party.

DR: Disaggregation Reporting

D = Dispatch (both within MSAs and outside MSAs)

ND = No Dispatch

blank = State Level

Notes:

a = Sample size less than or equal to 10 in June 2002

b = Sample size less than or equal to 10 in July 2002

c = Sample size less than or equal to 10 in August 2002

d = Sample size less than or equal to 10 in September 2002

Appendix H

Utah Performance Metrics

The data in this appendix are taken from Qwest November 15 Ex Parte Letter Attach. 1 (Statewide Average Performance Summary, CO, ID, IA, MT, NE, ND, **UT**, WA, WY, May-Sept 2002). This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may **use** non-metric evidence, and may rely more heavily on some metrics more than others, **in** making our determination. The inclusion of these particular metrics in this table does not necessarily mean that **we** relied on all of these metrics nor that other metrics may not also be *important* in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for ~~some~~ metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

**Federal Communications Commission
PERFORMANCE METRIC CATEGORIES**

Metric	Metric Name	
Billing	BI-1 Time to Provide Recorded Usage Records	
	BI-2 Invoices Delivered within 10 Days	
	BI-3 Billing Accuracy - Adjustments for Errors	
	BI-4 Billing Completeness	
	BI-5 Billing Accuracy & Claims Processing	
	CP-1 Collocation Completion Interval	
	CP-2 Collocations Completed within Scheduled Intervals	
	CP-3 Collocation Feasibility Study Interval	
	CP-4 Collocation Feasibility Study Commitments Met	
	Directory Assistance	
	DA-1 Speed of Answer - Directory Assistance	
DB-1 Time to Update Databases		
DB-2 Accurate Database Updates		
Electronic Gateway Availability		
GA-1 Gateway Availability - IMA-GUI		
GA-2 Gateway Availability - IMA-EDI		
GA-3 Gateway Availability - EB-TA		
GA-4 System Availability - EXACT		
GA-6 Gateway Availability - GUI - Repair		
GA-7 Timely Outage Resolution Following Software Releases		
Maintenance and Repair		
MR-2 Calls Answered within 20 Seconds - Interconnect Repair Ctr		
MR-3 Out of Service Cleared within 24 Hours		
MR-4 All Troubles Cleared within 48 Hours		
MR-5 All Troubles Cleared within 4 Hours		
MR-6 Mean Time to Restore		
MR-7 Repair Repeat Report Rate		
MR-8 Trouble Rate		
MR-9 Repair Appointments Met		
MR-10 Customer and Non-Qwest Related Trouble Reports		
MR-11 LNP Trouble Reports Cleared within 24 Hours		
Network Performance	NI-1 Trunk Blocking	
	NP-1 NXX Code Activation	
	Order Accuracy	
	OA-1 Order Accuracy, Default %	
	Ordering and Provisioning	
	OP-2 Calls Answered within 20 Seconds - Interconnect Provisioning Ctr	
	OP-3 Installation Commitments Met	
	OP-4 Installation Interval	
	OP-5 New Service Installation Quality	
	OP-6A Delayed Days for Non-Facility Reasons	
	OP-6B Delayed Days for Facility Reasons	
	OP-7 Coordinated "Hot Cut" Interval - Unbundled Loop	
	OP-8 Number Portability Timeliness	
	OP-13 Coordinated Cuts - Unbundled Loop	
	OP-15A Interval for Pending Orders Delayed	
	OP-15B Number of Pending Orders Delayed for Facility Reasons	
	OP-17 Timeliness of Disconnects Associated with LNP Orders	
	Operator Services	
	OS-1 Speed of Answer - Operator Services	
	Pre-Order/Order	
	PO-1 Pre-Order/Order Response Times	
	PO-2 Electronic Flow-through	
	PO-3 LSR Rejection Notice Interval	
	PO-4 LSRs Rejected	
	PO-5 Firm Order Confirmations (FOCs) On Time	
	PO-6 Work Completion Notification Timeliness	
	PO-7 Billing Completion Notification Timeliness	
	PO-8 Jeopardy Notice Interval	
	PO-9 Timely Jeopardy Notices	
	PO-10 LSR Accountability	
	PO-15 Number of Due Date Changes per Order	
	PO-16 Timely Release Notifications	
	PO-19 Stand-Alone Test Environment (SATE) Accuracy	
	PO-20 Manual Service Order Accuracy	

Federal Communications Commission

FCC 02-332

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
BILLING											
BI-1	Time to Provide Recorded Usage Records										
BI-1A	UNEs and Resale Aggr, Avg Days		4.16	2.27	4.23	2.34	3.78	2.21	3.06	1.85	
BI-1B	Jointly-provided Switched Access, %			100%		100%		100%		93.61%	
BI-1C-1	[CAT11], UNEs and Resale Aggr, Avg Days		4.16	2.28	4.23	2.37	3.78	2.23	3.06	1.86	
BI-1C-2	[CAT10], UNEs and Resale Aggr, Avg Days		4.16	1.75	4.23	1.76	3.78	1.63	3.06	1.67	
BI-2	Invoices Delivered within 10 Days										
BI-2	All, %			100%		100%		100%		100%	
BI-3	Billing Accuracy - Adjustments for Errors										
BI-3A	UNEs and Resale Aggr, %		98.86%	99.05%	99.57%	98.80%	98.75%	98.43%	99.54%	97.79%	
BI-3B	Reciprocal Compensation, %			100%		100%		100%		100%	
BI-4	Billing Completeness										
BI-4A	UNEs and Resale Aggr, %		99.22%	97.33%	99.24%	96.67%	99.33%	97.90%	99.30%	97.19%	
BI-4B	Reciprocal Compensation, %			100%		100%		100%		100%	
BI-5	Billing Accuracy & Claims Processing										
BI-5A	Acknowledgment, All, %			91.30%		89.52%		100%		99.70%	
BI-5B	Resolution, All, %			90.18%		74.66%		96.38%		100%	
COLLOCATION											
CP-1	Collocation Completion Interval										
CP-1A	90 Calendar Days or Less, All, Avg Days					71.00					a b c d
CP-1B	91 to 120 Calendar Days, All, Avg Days					54.00				97.00	a b c d
CP-2	Collocations Completed within Scheduled Intervals										
CP-2B	Non-Forecasted & Late Forecasted , All, %					100%				100%	a b c d
CP-3	Collocation Feasibility Study Interval										
CP-3	All, Avg Days							9.00			a b c d
CP-4	Collocation Feasibility Study Commitments Met										
CP-4	All, %			100%		100%		100%		100%	a b c d
DIRECTORY ASSISTANCE											
DA-1	Speed of Answer - Directory Assistance										
DA-1	Average Seconds		8.54		8.77		8.36		8.68		a b c d
DATABASE UPDATES											
DB-1	Time to Update Databases										
DB-1A	E911, Hrs:Min			4:58		3:06		2:22		1:48	

Federal Communications Commission

FCC 02-332

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
DB-1B	LIDB, Avg Sec			1.47		1.32		1.26		1.27	
DB-1C-I	Directory Listing, Avg Sec			0.09		0.11		0.09		0.11	
DB-2 Accurate Database Updates											
DB-2C-1	Directory Listing, %			93.67%		94.76%		95.77%		95.05%	
ELECTRONIC GATEWAY AVAILABILITY											
GA-1A	IMA-GUI, All, %			99.93%		100%		98.75%		100%	
GA-1B	IMA-GUI, Fetch-n-Stuff, %			100%		100%		100%		100%	
GA-1C	IMA-GUI, Data Arbiter, %			100%		100%		99.96%		100%	
GA-1D	IMA-GUI, SIA, %			100%		99.55%		100%		99.95%	
GA-2	IMA-EDI, %			99.93%		100%		98.26%		99.80%	
GA-3	EB-TA, %			100%		99.54%		99.31%		99.94%	
GA-4	EXACT, %			99.93%		100%		100%		100%	
GA-6	GUI - Repair, %			100%		99.50%		99.92%		100%	
GA-7	Timely Outage Resolution following Software Releases, %							100%			a b c d
MAINTENANCE AND REPAIR											
MR-2 Calls Answered within Twenty Seconds - Interconnect Repair Center											
MR-2	All, %			78.59%	80.32%	78.57%	78.71%	84.85%	87.02%	86.24%	85.75%
MR-3 Out of Service Cleared within 24 Hours											
MR-3	Basic Rate ISDN, %	D		96.72%		100%		100%		98.31%	a b c d
MR-3	Basic Rate ISDN, %	ND		100%		100%		100%		100%	a b c d
MR-3	Business, %	D		89.20%	80.00%	87.60%		90.20%	100%	87.85%	a b c d
MR-3	Business, %	ND		98.55%	100%	97.29%		98.41%		97.60%	100% a b c d
MR-3	Centrex 21, %	D		87.10%		87.61%		87.88%		90.48%	a b c d
MR-3	Centrex 21, %	ND		96.43%		100%		95.83%		100%	a b c d
MR-3	Centrex, %	D		90.91%		90.48%		89.47%		89.61%	a b c d
MR-3	Centrex, %	ND		92.31%		100%		90.91%		100%	a b c d
MR-3	Line Sharing, %	D		90.18%	0%	87.67%	75.00%	90.59%	50.00%	88.33%	66.67% a b c
MR-3	Line Sharing, %	ND		96.66%	100%	95.58%	66.67%	97.30%	100%	96.88%	83.33% a b
MR-3	PBX, %	D		96.67%		89.47%		97.50%		100%	a b c d
MR-3	PBX, %	ND		97.78%	100%	100%	100%	100%		100%	100% a b c d
MR-3	Qwest DSL, %			88.80%	100%	81.37%		82.16%		87.54%	a b c d
MR-3	Residence, %	D		90.31%	100%	87.68%	87.50%	90.63%	92.31%	88.40%	92.31%

Federal Communications Commission

FCC 02-332

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-3	Residence, %	ND	96.33%	100%	95.32%	100%	97.11%		96.77%	100%	a b c d
MR-3	UBL - 2-wire, %		98.18%	100%	100%	100%	100%	95.24%	99.17%	100%	
MR-3	UBL - ADSL Qualified, %		88.80%		81.37%		82.16%		87.54%		a b c d
MR-3	UBL Analog, %		91.46%	100%	89.30%	100%	91.97%	99.16%	89.82%	98.66%	
MR-3	UBL ISDN Capable, %		98.18%	100%	100%	100%	100%	100%	99.17%	100%	d
MR-3	UNE-P, POTS, %	D	90.18%	83.95%	87.67%	86.36%	90.59%	90.38%	88.33%	91.23%	
MR-3	UNE-P, POTS, %	ND	96.66%	100%	95.58%	100%	97.30%	100%	96.88%	100%	
MR-3	UNE-P, Centrex, %	D	90.91%		90.48%		89.47%		89.61%		a b c d
MR-3	UNE-P, Centrex, %	ND	92.31%		100%		90.91%		100%		a b c d
MR-3	UNE-P, Centrex 21, %	D	87.10%	77.78%	87.61%	88.24%	87.88%	100%	90.48%	90.00%	a c d
MR-3	UNE-P, Centrex 21, %	ND	96.43%	100%	100%	100%	95.83%	100%	100%	100%	a b c d
MR-4	All Troubles Cleared within 48 Hours										
MR-4	Basic Rate ISDN, %	D	98.36%		100%		100%		100%		a b c d
MR-4	Basic Rate ISDN, %	ND	100%		100%		100%		100%		a b c d
MR-4	Business, %	D	96.96%	80.00%	96.99%		96.69%	100%	96.74%	100%	a b c d
MR-4	Business, %	ND	99.82%	100%	99.80%	100%	100%	100%	100%	100%	a b c d
MR-4	Centrex 21, %	D	95.24%		97.95%		96.88%		97.18%		a b c d
MR-4	Centrex 21, %	ND	98.00%		100%		98.92%		100%		a b c d
MR-4	Centrex, %	D	97.10%		96.67%		91.95%		96.00%		a b c d
MR-4	Centrex, %	ND	100%		100%		100%		100%		a b c d
MR-4	Line Sharing, %	ND	99.26%	100%	99.58%	92.86%	99.68%	100%	99.86%	84.21%	a
MR-4	Line Sharing, %	D	98.09%	80.00%	97.45%	88.89%	98.16%	100%	97.48%	93.33%	a b c
MR-4	PBX, %	D	100%		92.31%		100%		100%		a b c d
MR-4	PBX, %	ND	100%	100%	100%	100%	100%	100%	100%	100%	a b c d
MR-4	Qwest DSL, %		96.80%	100%	94.46%		93.50%		95.02%		a b c d
MR-4	Residence, %	D	98.24%	100%	97.51%	100%	98.35%	100%	97.57%	100%	
MR-4	Residence, %	ND	99.14%	100%	99.54%	100%	99.62%	100%	99.83%	100%	a b c d
MR-4	UBL - 2-wire, %		99.09%	100%	100%	100%	100%	100%	100%	100%	
MR-4	UBL - ADSL Qualified, %		96.80%		94.46%		93.50%		95.02%		a b c d
MR-4	UBL Analog, %		98.39%	100%	98.00%	100%	98.56%	100%	98.02%	99.26%	
MR-4	UBL ISDN Capable, %		99.09%	100%	100%	100%	100%	100%	100%	100%	d
MR-4	UNE-P, POTS, %	D	98.09%	93.88%	97.45%	94.12%	98.16%	95.16%	97.48%	95.77%	
MR-4	UNE-P, POTS, %	ND	99.26%	100%	99.58%	98.75%	99.68%	100%	99.86%	100%	

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June				July				August				September				Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-4	UNE-P, Centrex, %	D	97.10%		96.67%		91.95%		96.00%						96.00%				a b c d
MR-4	UNE-P, Centrex, %	ND	100%		100%		100%		100%						100%				a b c d
MR-4	UNE-P, Centrex 21, %	D	95.24%	100%	97.95%	94.74%	96.88%	100%	97.18%	100%					100%				c
MR-4	UNE-P, Centrex 21, %	ND	98.00%	100%	100%	100%	98.92%	100%	100%						100%				a b c d
MR-5	All Troubles Cleared within 4 Hours																		
MR-5	DS0, %		85.77%		84.97%		86.94%		84.98%										a b c d
MR-5	DS1, %		84.06%	100%	84.55%	100%	85.75%	100%	83.91%	100%					100%				a b c d
MR-5	DS3, %		100%		100%		100%		100%						100%				a b c d
MR-5	EELs, %			100%		100%		100%		100%									a b c d
MR-5	Frame Relay, %		88.43%		79.03%		86.84%		85.00%										a b c d
MR-5	ISDN Primary, %		95.65%		96.55%	100%	90.91%	100%	93.75%	100%					100%				a b c d
MR-5	LIS Trunk, %		84.62%	100%	100%	75.00%	100%	80.00%	90.91%	88.89%	b c								
MR-5	UBL - 4-wire, %		84.06%	100%	84.55%	66.67%	85.75%		83.91%	66.67%	a b c d								
MR-5	UBL - DSI Capable, %		84.06%	100%	84.55%	71.43%	85.75%	80.00%	83.91%	71.43%	a b c d								
MR-5	UBL - DS3 Capable, %		100%		100%		100%		100%		a b c d								
MR-5	UDIT Above DSI Level, %		100%	100%	100%	100%	100%	100%	100%		a b c d								
MR-5	UDIT DSI, %		84.06%	100%	84.55%	100%	85.75%	100%	83.91%	0%	a b c d								
MR-6	Mean Time to Restore																		
MR-6	Basic Rate ISDN, Hrs:Min	D	5:02		3:36		3:09		5:02		a b c d								
MR-6	Basic Rate ISDN, Hrs:Min	ND	1:04		0:46		1:09		0:35		a b c d								
MR-6	Business, Hrs:Min	D	15:42	29:38	15:05		14:25	21:07	13:41	15:46	a b c d								
MR-6	Business, Hrs:Min	ND	3:36	4:18	4:33	2:30	3:59	0:32	4:37	0:07	a b c d								
MR-6	Centrex 21, Hrs:Min	D	16:01		13:44		15:13		14:41		a b c d								
MR-6	Centrex 21, Hrs:Min	ND	4:31		3:34		6:14		3:37		a b c d								
MR-6	Centrex, Hrs:Min	D	14:06		14:24		17:52		13:11		a b c d								
MR-6	Centrex, Hrs:Min	ND	6:07		3:38		4:54		5:48		a b c d								
MR-6	DS0, Hrs:Min		2:11		2:51		2:20		2:28		a b c d								
MR-6	DS1, Hrs:Min		2:24	0:25	2:22	0:55	2:36	2:36	2:31	1:16	a b c d								
MR-6	DS3, Hrs:Min		0:32		1:22		0:49		0:38		a b c d								
MR-6	EELs, Hrs:Min		2:18			1:45		1:30		1:25	a b c d								
MR-6	Frame Relay, Hrs:Min		1:55		2:35		2:40		2:03		a b c d								
MR-6	ISDN Primary, Hrs:Min		1:07		1:41	1:35	1:54	1:30	1:03	0:16	a b c d								
MR-6	Line Sharing, Hrs:Min	ND	7:02		1:09	7:48	13:08	6:52	7:44	13:58	a								

Federal Communications Commission

FCC 02-332

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-6	Line Sharing, Hrs:Min	D	15:58	36:39	16:51	28:38	15:30	20:10	16:10	21:25	a b c
MR-6	LIS Trunk, Hrs:Min		1:29	1:18	0:45	2:53	1:18	1:47	2:40	1:52	b c
MR-6	PBX, Hrs:Min	D	10:10		21:18		9:10		6:00		a b c d
MR-6	PBX, Hrs:Min	ND	2:07	1:23	1:17	2:22	1:50	0:08	2:53	0:11	a b c d
MR-6	Qwest DSL, Hrs:Min		15:57	5:44	13:39		16:05		10:47		a b c d
MR-6	Residence, Hrs:Min	D	16:00	12:28	17:04	8:57	15:39	13:15	16:28	10:51	
MR-6	Residence, Hrs:Min	ND	7:43	1:21	8:21	14:31	7:22	21:13	8:16	4:59	a b c d
MR-6	UBL - 2-wire, Hrs:Min		3:16	1:56	1:59	2:15	2:01	2:41	2:46	2:37	
MR-6	UBL - 4-wire, Hrs:Min		2:24	1:53	2:22	3:46	2:36		2:31	2:47	a b c d
MR-6	UBL - ADSL Qualified, Hrs:Min		15:57		13:39		16:05		10:47		a b c d
MR-6	UBL - DS1 Capable, Hrs:Min		2:24	1:14	2:22	6:01	2:36	3:02	2:31	3:46	a b c d
MR-6	UBL - DS3 Capable, Hrs:Min		0:32		1:22		0:49		0:38		a b c d
MR-6	UBL Analog, Hrs:Min		13:41	4:31	14:31	4:44	13:15	3:55	14:15	3:14	
MR-6	UBL ISDN Capable, Hrs:Min		3:16	3:18	1:59	2:56	2:01	3:04	2:46	2:44	d
MR-6	UDIT Above DS1 Level, Hrs:Min		0:32	0:57	1:22	0:44	0:49	0:50	0:38		a b c d
MR-6	UDIT DS1, Hrs:Min		2:24	1:40	2:22	0:23	2:36	1:30	2:31	11:37	a b c d
MR-6	UNE-P, POTS, Hrs:Min	D	15:58	16:19	16:51	18:56	15:30	14:28	16:10	17:34	
MR-6	UNE-P, POTS, Hrs:Min	ND	7:02	3:54	7:48	5:01	6:52	2:27	7:44	2:33	
MR-6	UNE-P, Centrex, Hrs:Min	D	14:06		14:24		17:52		13:11		a b c d
MR-6	UNE-P, Centrex, Hrs:Min	ND	6:07		3:38		4:54		5:48		a b c d
MR-6	UNE-P, Centrex 21, Hrs:Min	D	16:01	15:10	13:44	14:12	15:13	10:58	14:41	11:42	c
MR-6	UNE-P, Centrex 21, Hrs:Min	ND	4:31	6:07	3:34	2:46	6:14	6:46	3:37	2:06	a b c d
MR-7	Repair Repeat Report Rate										
MR-7	Basic Rate ISDN, %	D	13.11%		23.21%		22.00%		26.67%		a b c d
MR-7	Basic Rate ISDN, %	ND	22.45%		10.81%		16.92%		17.74%		a b c d
MR-7	Business, %	D	14.36%	40.00%	15.98%		13.06%	0%	13.87%	0%	a b c d
MR-7	Business, %	ND	15.07%	16.67%	14.14%	0%	12.33%	0%	13.11%	0%	a b c d
MR-7	Centrex 21, %	D	13.08%		17.01%		11.72%		11.11%		a b c d
MR-7	Centrex 21, %	ND	13.00%		12.37%		18.28%		20.00%		a b c d
MR-7	Centrex, %	D	12.16%		6.25%		14.61%		13.59%		a b c d
MR-7	Centrex, %	ND	19.05%		15.15%		12.12%		11.54%		a b c d
MR-7	DS0, %		19.10%		24.48%		24.25%		18.18%		a b c d
MR-7	DS1, %		24.45%	0%	22.13%	0%	24.15%	50.00%	25.33%	0%	a b c d

Federal Communications Commission

FCC 02-332

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-7	DS3, %		25.00%		9.09%		40.00%		25.00%		a b c d
MR-7	EELs, %			0%		25.00%		50.00%		0%	a b c d
MR-7	Frame Relay, %		21.49%		27.42%		25.44%		20.00%		a b c d
MR-7	ISDN Primary, %		13.04%		3.45%	0%	21.21%	0%	12.50%	0%	a b c d
MR-7	Line Sharing, %	D	52.38%	63.64%	47.52%	33.33%	39.13%	25.00%	47.95%	33.33%	b c
MR-7	Line Sharing, %	ND	31.55%	14.29%	35.44%	42.86%	38.55%	66.67%	33.65%	47.37%	a
MR-7	LIS Trunk, %		0%	7.14%	22.22%	25.00%	20.00%	20.00%	9.09%	22.22%	b c
MR-7	PBX, %	D	15.15%		3.85%		2.08%		6.45%		a b c d
MR-7	PBX, %	ND	16.00%	0%	9.80%	0%	17.39%	0%	8.57%	0%	a b c d
MR-7	Qwest DSL, %		36.80%	0%	39.41%		38.75%		37.37%		a b c d
MR-7	Residence, %	D	13.49%	0%	14.67%	21.05%	12.26%	7.69%	13.97%	0%	
MR-7	Residence, %	ND	12.95%	0%	12.77%	0%	12.34%	0%	12.44%	40.00%	a b c d
MR-7	UBL - 2-wire, %		17.27%	12.50%	16.15%	3.33%	19.13%	9.09%	22.13%	3.57%	
MR-7	UBL - 4-wire, %		24.45%	20.00%	22.13%	0%	24.15%		25.33%	0%	a b c d
MR-7	UBL - ADSL Qualified, %		36.80%		39.41%		38.75%		37.37%		a b c d
MR-7	UBL - DS1 Capable, %		24.45%	22.22%	22.13%	28.57%	24.15%	20.00%	25.33%	0%	a b c d
MR-7	UBL - DS3 Capable, %		25.00%		9.09%		40.00%		25.00%		a b c d
MR-7	UBL Analog, %		13.51%	12.72%	14.34%	11.97%	12.35%	13.13%	13.64%	13.28%	
MR-7	UBL ISDN Capable, %		17.27%	14.29%	16.15%	14.29%	19.13%	20.00%	22.13%	12.50%	d
MR-7	UDIT Above DS1 Level, %		25.00%	50.00%	9.09%	0%	40.00%	0%	25.00%		a b c d
MR-7	UDIT DS1, %		24.45%	16.67%	22.13%	0%	24.15%	100%	25.33%	0%	a b c d
MR-7	UNE-P, POTS, %	ND	13.30%	21.19%	12.97%	16.25%	12.34%	10.96%	12.54%	22.22%	
MR-7	UNE-P, POTS, %	D	13.59%	16.16%	14.81%	21.84%	12.35%	9.52%	13.96%	9.46%	
MR-7	UNE-P, Centrex, %	D	12.16%		6.25%		14.61%		13.59%		a b c d
MR-7	UNE-P, Centrex, %	ND	19.05%		15.15%		12.12%		11.54%		a b c d
MR-7	UNE-P, Centrex 21, %	ND	13.00%	28.57%	12.37%	0%	18.28%	33.33%	20.00%	0%	a b c d
MR-7	UNE-P, Centrex 21, %	D	13.08%	14.29%	17.01%	21.05%	11.72%	33.33%	11.11%	7.14%	c
MR-7*	Basic Rate ISDN, %	D	9.09%		23.91%		21.05%				a b c d
MR-7*	Basic Rate ISDN, %	ND	26.32%		10.71%		16.67%				a b c d
MR-7*	Business, %	D	14.31%	25.00%	15.57%		12.43%	0%			a b c d
MR-7*	Business, %	ND	18.48%	0%	17.00%		15.10%	0%			a b c d
MR-7*	Centrex 21, %	D	12.73%		16.54%		11.82%				a b c d
MR-7*	Centrex 21, %	ND	5.66%		13.16%		21.82%				a b c d

Federal Communications Commission

FCC 02-332

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-7*	Centrex, %	D	12.50%		5.45%		8.22%				a b c d
MR-7*	Centrex, %	ND	0%		22.22%		14.29%				a b c d
MR-7*	DS0, %		19.13%		26.21%		22.28%				a b c d
MR-7*	DS1, %		25.88%	0%	25.15%	0%	24.43%	50.00%			a b c d
MR-7*	DS3, %		23.08%		11.11%		37.50%				a b c d
MR-7*	EELs, %			0%		25.00%		100%			a b c d
MR-7*	Frame Relay, %		22.09%		25.81%		30.59%				a b c d
MR-7*	ISDN Primary, %		13.33%		0%		33.33%	0%			a b c d
MR-7*	Line Sharing, %	D	57.69%	57.14%	50.72%	16.67%	39.85%	25.00%			a b c d
MR-7*	Line Sharing, %	ND	31.90%	0%	37.50%	50.00%	35.98%	100%			a b c d
MR-7*	LIS Trunk, %		0%	7.69%	0%	25.00%	0%	20.00%			b c d
MR-7*	PBX, %	D	11.11%		5.00%		2.56%				a b c d
MR-7*	PBX, %	ND	21.43%	0%	5.26%		5.26%	0%			a b c d
MR-7*	Qwest DSL, %		36.62%		42.33%		37.71%				a b c d
MR-7*	Residence, %	D	13.18%	0%	14.39%	21.05%	12.00%	8.33%			d
MR-7*	Residence, %	ND	13.72%	0%	14.33%	0%	13.10%				a b c d
MR-7*	UBL - 2-wire, %		13.51%	12.50%	18.92%	5.56%	19.35%	0%			d
MR-7*	UBL - 4-wire, %		25.88%	25.00%	25.15%	0%	24.43%				a b c d
MR-7*	UBL - ADSL Qualified, %		36.62%		42.33%		37.71%				a b c d
MR-7*	UBL - DS1 Capable, %		25.88%	22.22%	25.15%	28.57%	24.43%	22.22%			a b c d
MR-7*	UBL - DS3 Capable, %		23.08%		11.11%		37.50%				a b c d
MR-7*	UBL Analog, %		13.51%	11.56%	14.55%	12.37%	12.25%	12.23%			d
MR-7*	UBL ISDN Capable, %		13.51%	8.33%	18.92%	8.33%	19.35%	23.81%			d
MR-7*	UDIT Above DS1 Level, %		23.08%	50.00%	11.11%	0%	37.50%	0%			a b c d
MR-7*	UDIT DS1, %		25.88%	20.00%	25.15%	0%	24.43%				a b c d
MR-7*	UNE-P, POTS, %	ND	14.72%	22.37%	14.77%	18.18%	13.45%	8.89%			d
MR-7*	UNE-P, POTS, %	D	13.30%	14.89%	14.52%	20.27%	12.05%	9.43%			d
MR-7*	UNE-P, Centrex, %	D	12.50%		5.45%		8.22%				a b c d
MR-7*	UNE-P, Centrex, %	ND	0%		22.22%		14.29%				a b c d
MR-7*	UNE-P, Centrex 21, %	D	12.73%	15.38%	16.54%	23.53%	11.82%	0%			c d
MR-7*	UNE-P, Centrex 21, %	ND	5.66%	50.00%	13.16%	0%	21.82%	50.00%			a b c d
MR-8	Trouble Rate										a b c d
			1.00%	0%	1.00%	0%	1.07%	0%	1.14%	0%	a b c d

Federal Communications Commission

FCC 02-332

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-8	Business, %		0.86%	2.28%	0.78%	0.20%	0.73%	0.62%	0.75%	0.42%	
MR-8	Centrex 21, %		0.75%	0%	0.80%	0%	0.72%	0%	0.70%	0%	
MR-8	Centrex, %		0.30%		0.30%		0.38%		0.40%		a b c d
MR-8	Dark Fiber - IOF, %			0%		0%		0%		0%	d
MR-8	DS0, %		0.53%	0%	0.56%	0%	0.53%	0%	0.50%	0%	a b c d
MR-8	DS1, %		1.97%	2.61%	2.06%	3.33%	1.79%	1.34%	1.64%	1.37%	
MR-8	DS3, %		0.96%		0.67%		0.60%		0.48%	0%	a b c d
MR-8	E911, %		0%	0%	0%	0%	0%	0%	0%	0%	
MR-8	EELs, %			3.77%		5.80%		2.44%		1.03%	
MR-8	Frame Relay, %		2.01%		2.10%		1.95%		1.74%		a b c d
MR-8	ISDN Primary, %		0.04%	0%	0.04%	0.17%	0.05%	0.17%	0.02%	0.17%	
MR-8	Line Sharing, %		1.51%	1.17%	1.48%	1.39%	1.38%	0.92%	1.45%	1.88%	
MR-8	LIS Trunk, %		0.02%	0.02%	0.02%	0.01%	0.02%	0.01%	0.02%	0.02%	
MR-8	PBX, %		0.22%	0.08%	0.20%	0.16%	0.26%	0.09%	0.19%	0.17%	
MR-8	Qwest DSL, %		1.85%	20.00%	2.34%	0%	3.15%	0%	2.28%	0%	a b c d
MR-8	Residence, %		1.70%	1.51%	1.68%	1.61%	1.57%	0.98%	1.65%	1.36%	
MR-8	UBL - 2-wire, %		1.00%	1.05%	1.20%	1.27%	1.07%	0.90%	1.14%	1.12%	
MR-8	UBL - 4-wire, %		1.97%	2.46%	2.06%	1.49%	1.79%	0%	1.64%	1.55%	
MR-8	UBL - ADSL Qualified, %		1.85%	0%	2.34%	0%	3.15%	0%	2.28%	0%	a b c d
MR-8	UBL - DS1 Capable, %		1.97%	4.19%	2.06%	3.10%	1.79%	3.97%	1.64%	2.61%	
MR-8	UBL - DS3 Capable, %		0.96%		0.67%		0.60%		0.48%		a b c d
MR-8	UBL Analog, %		1.51%	1.19%	1.48%	1.04%	1.38%	0.98%	1.45%	0.97%	
MR-8	UBL ISDN Capable, %		1.00%	1.70%	1.20%	1.69%	1.07%	2.93%	1.14%	0.92%	
MR-8	UDIT Above DS1 Level, %		0.96%	2.41%	0.67%	2.41%	0.60%	1.20%	0.48%	0%	
MR-8	UDIT DS1, %		1.97%	5.22%	2.06%	1.74%	1.79%	0.87%	1.64%	3.31%	
MR-8	UNE-P, POTS, %		1.51%	1.40%	1.48%	1.10%	1.38%	0.97%	1.45%	1.14%	
MR-8	UNE-P, Centrex, %		0.30%		0.30%		0.38%		0.40%		a b c d
MR-8	UNE-P, Centrex 21, %		0.75%	1.15%	0.80%	1.21%	0.72%	0.51%	0.70%	1.03%	
MR-8*	Basic Rate ISDN, %		0.67%	0%	0.68%	0%	0.57%	0%			a b c d
MR-8*	Business, %		0.67%	1.45%	0.60%	0%	0.56%	0.41%			d
MR-8*	Centrex 21, %		0.53%	0%	0.54%	0%	0.54%	0%			d
MR-8*	Centrex, %		0.24%		0.23%		0.27%				a b c d
MR-8*	Dark Fiber - IOF, %			0%		0%		0%			d

Federal Communications Commission

FCC 02-332

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-8*	DS0, %		0.36%	0%	0.40%	0%	0.40%	0%			a b c d
MR-8*	DS1, %		1.46%	1.31%	1.46%	2.00%	1.32%	1.34%			d
MR-8*	DS3, %		0.78%		0.54%		0.48%				a b c d
MR-8*	E911, %		0%	0%	0%	0%	0%	0%			d
MR-8*	EELs, %			3.77%		5.80%		1.22%			d
MR-8*	Frame Relay, %		1.43%		1.57%		1.45%				a b c d
MR-8*	ISDN Primary, %		0.02%	0%	0.02%	0.17%	0.03%	0.17%			d
MR-8*	Line Sharing, %		1.23%	0.78%	1.18%	0.73%	1.10%	0.29%			d
MR-8*	LIS Trunk, %		0.01%	0.02%	0.01%	0.01%	0.01%	0.01%			d
MR-8*	PBX, %		0.14%	0.08%	0.10%	0%	0.16%	0.09%			d
MR-8*	Qwest DSL, %		1.05%	0%	1.44%	0%	2.34%	0%			a b c d
MR-8*	Residence, %		1.39%	1.31%	1.35%	1.54%	1.26%	0.84%			d
MR-8*	UBL - 2-wire, %		0.67%	0.70%	0.68%	0.76%	0.57%	0.57%			d
MR-8*	UBL - 4-wire, %		1.46%	1.97%	1.46%	1.00%	1.32%	0%			d
MR-8*	UBL - ADSL Qualified, %		1.05%	0%	1.44%	0%	2.34%	0%			a b c d
MR-8*	UBL - DS1 Capable, %		1.46%	4.19%	1.46%	3.10%	1.32%	3.57%			d
MR-8*	UBL - DS3 Capable, %		0.78%		0.54%		0.48%				a b c d
MR-8*	UBL Analog, %		1.23%	0.84%	1.18%	0.78%	1.10%	0.71%			d
MR-8*	UBL ISDN Capable, %		0.67%	1.46%	0.68%	1.45%	0.57%	2.46%			d
MR-8*	UDIT Above DS1 Level, %		0.78%	2.41%	0.54%	2.41%	0.48%	1.20%			d
MR-8*	UDIT DS1, %		1.46%	4.35%	1.46%	0.87%	1.32%	0%			d
MR-8*	UNE-P, POTS, %		1.23%	1.10%	1.18%	0.78%	1.10%	0.70%			d
MR-8*	UNE-P, Centrex, %		0.24%		0.23%		0.27%				a b c d
MR-8*	UNE-P, Centrex 21, %		0.53%	0.82%	0.54%	0.99%	0.54%	0.28%			d
MR-9 Repair Appointments Met											
MR-9	Basic Rate ISDN, %	D	0%		50.00%		66.67%		66.67%		a b c d
MR-9	Basic Rate ISDN, %	ND					100%		100%		a b c d
MR-9	Business, %	D	88.37%	80.00%	85.35%		82.79%	100%	84.62%	100%	a b c d
MR-9	Business, %	ND	98.05%	100%	97.54%	100%	96.92%	100%	96.12%	100%	a b c d
MR-9	Centrex 21, %	D	83.85%		80.95%		72.66%		84.03%		a b c d
MR-9	Centrex 21, %	ND	96.00%		98.97%		93.55%		97.14%		a b c d
MR-9	Centrex, %	D	56.16%		52.38%		59.55%		60.78%		a b c d
MR-9	Centrex, %	ND	90.00%		96.30%		81.25%		96.15%		a b c d

Federal Communications Commission

FCC 02-332

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
		D	72.41%		47.62%		70.27%		70.59%		a b c d
MR-9	PBX, %	ND	78.57%		100%		90.91%	100%	83.33%	100%	a b c d
MR-9	PBX, %	ND	98.61%	100%	98.08%	50.00%	99.02%	100%	98.09%	80.00%	a b c d
MR-9	Residence, %	D	95.04%	93.75%	93.69%	89.47%	94.91%	92.31%	94.02%	100%	
MR-9	Residence, %	D	94.27%	91.92%	92.78%	86.21%	93.56%	80.95%	92.99%	79.73%	
MR-9	UNE-P, POTS, %	ND	98.52%	97.46%	98.00%	93.75%	98.71%	100%	97.80%	100%	
MR-9	UNE-P, POTS, %										
MR-10	Customer and Non-Qwest Related Trouble Reports										a b c d
MR-10	Basic Rate ISDN, %		32.10%		31.94%		41.92%		39.00%		b c d
MR-10	Business, %		28.19%	8.33%	29.66%	50.00%	29.42%	40.00%	28.89%	33.33%	a b c d
MR-10	Centrex 21, %		25.32%		26.95%		25.84%		28.67%		a b c d
MR-10	Centrex, %		24.00%		22.40%		20.26%		24.56%		a b c d
MR-10	DS0, %		28.61%		27.41%		21.64%		23.10%		a b c d
MR-10	DS1, %		24.79%	0%	25.74%	16.67%	25.81%	50.00%	29.03%	33.33%	a b c d
MR-10	DS3, %		20.00%		21.43%		44.44%		38.46%		a b c d
MR-10	Frame Relay, %		34.24%		27.91%		22.45%		28.06%		a b c d
MR-10	ISDN Primary, %		28.13%		32.56%	75.00%	32.65%	0%	33.33%	0%	a b c d
MR-10	LIS Trunk, %		23.53%	12.50%	55.00%	50.00%	33.33%	28.57%	8.33%	10.00%	b
MR-10	PBX, %		28.45%	66.67%	36.89%	0%	28.79%	50.00%	25.00%	60.00%	a b c d
MR-10	Qwest DSL, %		42.40%	0%	45.18%		36.81%		44.36%		a b c d
MR-10	Residence, %		26.36%	15.38%	28.86%	11.54%	29.42%	22.22%	29.45%	20.83%	
MR-10	UBL - 2-wire, %		32.10%	14.29%	31.94%	6.25%	41.92%	8.33%	39.00%	15.15%	
MR-10	UBL - 4-wire, %		24.79%	16.67%	25.74%	25.00%	25.81%	100%	29.03%	25.00%	a b c d
MR-10	UBL - ADSL Qualified, %		42.40%		45.18%		36.81%		44.36%		a b c d
MR-10	UBL - DS1 Capable, %		24.79%	35.71%	25.74%	12.50%	25.81%	16.67%	29.03%	12.50%	b d
MR-10	UBL - DS3 Capable, %		20.00%		21.43%		44.44%		38.46%		a b c d
MR-10	UBL Analog, %		26.60%	18.21%	28.95%	26.63%	29.42%	21.04%	29.38%	19.10%	
MR-10	UBL ISDN Capable, %		32.10%	12.50%	31.94%	12.50%	41.92%	10.71%	39.00%	57.89%	
MR-10	UDIT Above DS1 Level, %		20.00%	33.33%	21.43%	0%	44.44%	0%	38.46%	100%	a b c d
MR-10	UDIT DS1, %		24.79%	14.29%	25.74%	33.33%	25.81%	50.00%	29.03%	0%	a b c d
MR-10	UNE-P, POTS, %		26.60%	26.69%	28.95%	20.85%	29.42%	30.61%	29.38%	28.90%	
MR-10	UNE-P, Centrex, %		24.00%		22.40%		20.26%		24.56%		a b c d
MR-10	UNE-P, Centrex 21, %		25.32%	30.00%	26.95%	18.52%	25.84%	35.71%	28.67%	35.71%	
MR-11	LNP Trouble Reports Cleared										

Federal Communications Commission

FCC 02-332

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-11A	within 4 Hours, %		55.74%		46.64%		51.72%	0%	45.29%	100%	a b c d
MR-11B	within 48 Hours, %		99.26%		99.58%		99.68%	100%	99.86%	100%	a b c d
NETWORK PERFORMANCE											
NI-1	Trunk Blocking										
NI-1A	to Qwest Tandem Offices, LIS Trunk, %		0%	0%	0%	0%	0%	0%	0%	0%	
NI-1B	to Qwest End Offices, LIS Trunk, %		0%	0%	0%	0.01%	0%	0%	0%	0.20%	
NI-1C	to Qwest Tandem Offices, LIS Trunk, %		0%	0%	0%	0%	0%	0.07%	0%	0.51%	
NI-1D	to Qwest End Offices, LIS Trunk, %		0%	0%	0%	0.01%	0%	0%	0%	0.82%	
ORDER ACCURACY											
OA-1	Order Accuracy, % (OP-5++)					99.02%		99.72%		99.66%	a
ORDERING AND PROVISIONING											
OP-2	Calls Answered within Twenty Seconds • Interconnect Provisioning Center										
OP-2	Default, %		80.97%	96.94%	75.62%	97.87%	72.08%	98.27%	82.25%	97.82%	
OP-3	Installation Commitments Met										
OP-3	Basic Rate ISDN, %	D	90.00%		85.71%		100%		100%		a b c d
OP-3	Basic Rate ISDN, %	ND	100%		100%				100%		a b c d
OP-3	Basic Rate ISDN, %		95.65%		92.05%		94.41%		93.75%		a b c d
OP-3	Business, %	D	94.27%		90.88%	100%	92.06%	100%	90.93%	100%	a b c d
OP-3	Business, %	ND	97.42%	100%	99.42%	100%	99.69%	100%	98.98%	95.45%	a b
OP-3	Centrex 21, %	D	94.59%		90.00%		91.78%		95.24%		a b c d
OP-3	Centrex 21, %	ND	97.73%		100%		95.00%		100%		a b c d
OP-3	Centrex, %	D	95.76%		93.85%		95.59%		92.14%		a b c d
OP-3	Centrex, %	ND	93.75%		100%		100%		100%		a b c d
OP-3	Dark Fiber - IOF, %									100%	a b c d
OP-3	DS0, %		40.00%		90.00%		92.86%		70.00%		a b c d
OP-3	DS1, %		80.27%		82.93%		84.62%		83.60%		a b c d
OP-3	DS3, %		88.57%		82.35%		70.59%		82.76%		a b c d
OP-3	EELs, %			100%		85.71%		71.43%		81.82%	a b c
OP-3	Frame Relay, %		64.00%		78.57%		72.58%		57.69%		a b c d
OP-3	ISDN Primary, %	D	0%								a b c d
OP-3	ISDN Primary, %	ND	100%		100%				100%		a b c d
OP-3	ISDN Primary, %		71.19%	100%	54.93%		18.99%		38.18%		a b c d
OP-3	Line Sharing, %	D	94.24%		93.99%		93.64%		93.22%		a b c d

Federal Communications Commission

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June				July				August				September				Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-3	Line Sharing, %	ND	99.51%	100%	99.63%	100%	99.64%	100%	99.64%	100%	99.24%	99.53%	100%	100%	96.43%	100%	100%	b	
OP-3	LIS Trunk, %		100%	92.31%	87.50%	100%	100%	85.71%	100%	100%	100%	96.43%	100%	100%	100%	100%	100%	a b c d	
OP-3	PBX, %	D	87.50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	a b c d	
OP-3	PBX, %	ND	100%		68.18%	100%	100%	85.71%	100%	100%	72.22%	100%	100%	100%	100%	100%	100%	a b c d	
OP-3	PBX, %		66.67%															a b c d	
OP-3	Qwest DSL, %	ND	99.81%	100%	99.22%	100%	99.54%	100%	99.54%	100%	100%	98.51%	100%	100%	100%	100%	100%	a b c d	
OP-3	Qwest DSL, %	D	96.58%		93.92%		94.40%		94.40%		94.61%		94.12%		94.12%			a b c d	
OP-3	Qwest DSL, %		91.67%		96.43%	100%	100%	100%	100%	100%	94.12%		94.12%		94.12%			a b c d	
OP-3	Qwest DSL, %		94.23%	91.43%	94.86%	96.77%	94.07%	96.97%	93.90%	90.00%									
OP-3	Residence, %	D	99.58%	99.31%	99.64%	100%	99.64%	100%	99.55%	100%	99.55%	100%	96.92%		96.92%				
OP-3	Residence, %	ND	95.24%	97.37%	91.75%	99.07%	94.48%	100%	93.88%	96.92%									
OP-3	UBL - 2-wire, %		80.27%	100%	82.93%	100%	84.62%	100%	83.60%	100%	83.60%	100%	100%		100%			a b c d	
OP-3	UBL - 4-wire, %		80.27%	100%	82.93%	100%	84.62%	100%	83.60%	100%	83.60%	100%	100%		100%			a b c d	
OP-3	UBL - ADSL Qualified, %		96.58%	100%	93.92%	100%	94.42%	100%	94.63%		94.63%							c d	
OP-3	UBL - DSL Capable, %		80.27%	100%	82.93%	100%	84.62%	100%	83.60%	100%	83.60%	100%	100%		100%			a b	
OP-3	UBL - DSL Capable, %		88.57%		82.35%		70.59%		82.76%		82.76%				82.76%			a b c d	
OP-3	UBL Analog, %	D	94.24%															a b c d	
OP-3	UBL Analog, %		96.53%	93.99%	98.09%	93.64%	99.14%	93.22%	99.70%										
OP-3	UBL Analog, %		97.01%		93.75%		95.65%		60.61%										
OP-3	UBL Conditioned, %		95.24%	100%	91.75%	85.71%	94.48%	97.67%	93.88%	97.14%									
OP-3	UBL ISDN Capable, %		88.57%		82.35%		70.59%		82.76%	100%	82.76%	100%	100%		100%			a b c d	
OP-3	UDIT Above DSL Level, %		80.27%		82.93%		84.62%		83.60%	100%	83.60%	100%	100%		100%			a b c d	
OP-3	UDIT DSL, %	D	94.24%	93.85%	93.99%	96.61%	93.64%	94.37%	93.22%	89.55%									
OP-3	UNE-P, POTS, %	ND	99.51%	100%	99.63%	100%	99.64%	99.60%	99.53%	99.42%									
OP-3	UNE-P, POTS, %	D	95.76%	93.85%		95.59%		92.14%										a b c d	
OP-3	UNE-P, Centrex, %	ND	93.75%	100%		100%		100%										a b c d	
OP-3	UNE-P, Centrex, %	D	94.59%	100%	90.00%		91.78%	100%	95.24%	100%	100%	100%	100%		100%			a b c d	
OP-3	UNE-P, Centrex 21, %	ND	97.73%	100%	100%	100%	95.00%	100%	100%	100%	100%	100%	100%		100%			a b c	
OP-4	Installation Interval																		
OP-4	Basic Rate ISDN, Avg Days	D	4.30	8.29			1.50		2.00						2.00			a b c d	
OP-4	Basic Rate ISDN, Avg Days	ND		3.00					1.50						1.50			a b c d	
OP-4	Basic Rate ISDN, Avg Days		8.68	8.45			16.15		7.92						7.92			a b c d	
OP-4	Business, Avg Days	D	5.47	5.93			5.99		6.22						6.22			a b c d	
OP-4	Business, Avg Days	ND	3.36	1.50	3.47	3.00	3.12	3.00	3.66	3.11					3.11			a b c d	

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June				July				August				September				Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-4	Centrex 21, Avg Days	D	6.34		6.86		6.23		5.56						5.56				ab cd
OP-4	Centrex 21, Avg Days	ND	4.78		4.35		2.92		4.88						4.88				ab cd
OP-4	Centrex, Avg Days	D	6.53		4.28		5.61		8.26						8.26				ab cd
OP-4	Centrex, Avg Days	ND	4.91		2.86		2.08		2.64						2.64				ab cd
OP-4	Dark Fiber - IOF, Avg Days																		ab c
OP-4	DS0, Avg Days	D	29.00																ab cd
OP-4	DS0, Avg Days		9.89		6.18		5.56		4.80						4.80				ab cd
OP-4	DS1, Avg Days		15.15		13.95		13.27		15.69						15.69				ab cd
OP-4	DS3, Avg Days		12.63		20.56		26.30		21.36						21.36				ab cd
OP-4	EELs, Avg Days		6.67		16.00		10.25		15.50						15.50				ab cd
OP-4	Frame Relay, Avg Days		15.00				23.00		14.00						14.00				ab cd
OP-4	ISDN Primary, Avg Days		16.54		22.02		23.91		19.43						19.43				ab cd
OP-4	ISDN Primary, Avg Days	D	44.00																ab cd
OP-4	ISDN Primary, Avg Days	ND	7.00		2.50				6.50						6.50				ab cd
OP-4	Line Sharing, Avg Days	D	5.58		6.50		6.50		6.29						6.29				ab cd
OP-4	Line Sharing, Avg Days	ND	3.53		3.00		3.11		3.70						3.70				ab cd
OP-4	LIS Trunk, Avg Days		18.67		16.46		29.94		17.93						17.93				b
OP-4	PBX, Avg Days	D	9.88		4.44		3.55		4.50						4.50				ab cd
OP-4	PBX, Avg Days	ND	3.00		1.55		2.50		3.00						3.00				ab cd
OP-4	PBX, Avg Days		15.12		15.38		12.36		11.55						11.55				ab cd
OP-4	Qwest DSL, Avg Days	ND	9.50		4.93		4.89		4.94						4.94				ab cd
OP-4	Qwest DSL, Avg Days	D	9.96		6.57		5.79		5.53						5.53				ab cd
OP-4	Qwest DSL, Avg Days		5.70		5.07		4.56		4.33						4.33				ab cd
OP-4	Residence, Avg Days	D	5.61		6.66		6.63		6.31						6.31				
OP-4	Residence, Avg Days	ND	3.53		3.58		3.50		3.70						3.70				
OP-4	UBL - 2-wire, Avg Days		8.33		8.38		15.98		7.79						7.79				
OP-4	UBL - 4-wire, Avg Days		15.15		13.95		13.27		15.69						15.69				
OP-4	UBL - ADSL Qualified, Avg Days		9.96		6.57		5.79		5.52						5.52				cd
OP-4	UBL - DS1 Capable, Avg Days		15.15		13.95		13.27		15.69						15.69				abc
OP-4	UBL - DS3 Capable, Avg Days		12.63		20.56		26.30		21.36						21.36				ab cd
OP-4	UBL Analog, Avg Days	D	5.58																ab cd
OP-4	UBL Analog, Avg Days		5.58																
OP-4	UBL Analog, Avg Days		5.58																
OP-4	UBL Conditioned, Avg Days																		

Federal Communications Commission

FCC 02-332

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-4	UBL ISDN Capable, Avg Days		8.33	3.85	8.38	4.86	15.98	4.49	7.79	4.54	
OP-4	UDIT Above DS1 Level, Avg Days		12.63		20.56		26.30		21.36	16.00	a b c d
OP-4	UDIT DS1, Avg Days		15.15	6.50	13.95		13.27		15.69	14.00	a b c d
OP-4	UNE-P, POTS, Avg Days	D	5.58	5.38	6.50	7.72	6.50	5.38	6.29	6.51	
OP-4	UNE-P, POTS, Avg Days	ND	3.53	3.42	3.58	2.71	3.50	2.70	3.70	3.08	
OP-4	UNE-P, Centrex, Avg Days	D	6.53		4.28		5.61		8.26		a b c d
OP-4	UNE-P, Centrex, Avg Days	ND	4.91		2.86		2.08		2.64		a b c d
OP-4	UNE-P, Centrex 21, Avg Days	D	6.34	6.33	6.86		6.23	5.50	5.56	7.00	a b c d
OP-4	UNE-P, Centrex 21, Avg Days	ND	4.78	5.00	4.35	3.00	2.92	3.00	4.88	3.29	a b c d
OP-5	New Service Installation Quality										
OP-5	Basic Rate ISDN, %		92.08%		96.49%		85.11%		94.01%		a b c d
OP-5	Business, %		81.50%	88.89%	85.71%	100%	83.99%	100%	86.39%	100%	a b c
OP-5	Centrex 21, %		75.83%		71.79%		76.11%		77.14%		a b c d
OP-5	Centrex, %		96.43%		97.02%		92.70%		92.47%		a b c d
OP-5	Dark Fiber - IOF, %								100%		a b c d
OP-5	DS0, %		25.00%		16.67%		68.42%		0%		a b c d
OP-5	DS1, %		91.78%		86.56%		92.02%		93.39%		a b c d
OP-5	DS3, %		100%		100%		100%		97.22%		a b c d
OP-5	E911, %			100%		100%	100%	100%	100%		a b c d
OP-5	EELs, %			90.00%		100%		100%		100%	a
OP-5	Frame Relay, %		90.28%		90.91%		92.31%		94.44%		a b c d
OP-5	ISDN Primary, %		93.75%	100%	93.40%	0%	93.81%	100%	96.84%	100%	a b c d
OP-5	Line Sharing, %		86.04%	97.12%	85.60%	94.92%	85.80%	98.41%	87.35%	93.18%	
OP-5	LIS Trunk, %		80.00%	100%	100%	100%	100%	100%	95.45%	92.31%	
OP-5	PBX, %		82.98%	100%	98.21%	100%	72.41%	0%	92.86%	100%	a b c d
OP-5	Qwest DSL, %		99.78%	100%	99.86%	100%	99.84%	100%	99.89%	100%	a b c d
OP-5	Residence, %		86.56%	92.70%	85.59%	92.31%	85.99%	96.15%	87.45%	95.19%	
OP-5	UBL - 2-wire, %		92.08%	97.33%	96.49%	95.90%	85.11%	97.84%	94.01%	91.33%	
OP-5	UBL - 4-wire, %		91.78%	100%	86.56%	100%	92.02%	100%	93.39%	66.67%	a b c d
OP-5	UBL - ADSL Qualified, %		98.27%	100%	98.75%	100%	98.65%	100%	99.03%		c d
OP-5	UBL - DS1 Capable, %		91.78%	95.24%	86.56%	100%	92.02%	95.45%	93.39%	88.89%	
OP-5	UBL - DS3 Capable, %		100%		100%		100%		97.22%		a b c d
OP-5	UBL Analog, %		61.88%	96.95%	61.69%	95.92%	60.22%	97.68%	63.99%	97.74%	

Federal Communications Commission

FCC 02-332

UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-5	UBL ISDN Capable, %		92.08%	93.02%	96.49%	97.62%	85.11%	81.82%	94.01%	95.12%	
OP-5	UDIT Above DS1 Level, %		100%		100%		100%		97.22%	100%	a b c d
OP-5	UDIT DS1, %		91.78%	100%	86.56%	100%	92.02%		93.39%	100%	a b c d
OP-5	UNE-P, POTS, %		86.04%	86.43%	85.60%	88.80%	85.80%	89.54%	87.35%	94.99%	
OP-5	UNE-P, Centrex, %		96.43%		97.02%		92.70%		92.47%		a b c d
OP-5	UNE-P, Centrex 21, %		75.83%	83.33%	71.79%	50.00%	76.11%	100%	77.14%	95.24%	a b c
OP-5*	Basic Rate ISDN, %		97.03%		97.37%		93.62%				a b c d
OP-5*	Business, %		85.73%	100%	89.55%	100%	88.21%	100%			a b c d
OP-5*	Centrex 21, %		83.33%		79.49%		79.65%				a b c d
OP-5*	Centrex, %		96.88%		97.02%		95.51%				a b c d
OP-5*	DS0, %		37.50%		33.33%		73.68%				a b c d
OP-5*	DS1, %		93.66%		92.03%		94.41%				a b c d
OP-5*	DS3, %		100%		100%		100%				a b c d
OP-5*	E911, %			100%		100%	100%	100%			a b c d
OP-5*	EELs, %			90.00%		100%		100%			a d
OP-5*	Frame Relay, %		90.28%		93.94%		94.87%				a b c d
OP-5*	ISDN Primary, %		96.88%	100%	96.23%	0%	95.58%	100%			a b c d
OP-5*	Line Sharing, %		88.76%	97.12%	88.24%	97.74%	88.54%	100%			d
OP-5*	LIS Trunk, %		90.00%	100%	100%	100%	100%	100%			d
OP-5*	PBX, %		87.23%	100%	100%	100%	82.76%	0%			a b c d
OP-5*	Qwest DSL, %		99.88%	100%	99.88%	100%	99.86%	100%			a b c d
OP-5*	Residence, %		89.10%	93.26%	88.09%	92.31%	88.58%	96.15%			d
OP-5*	UBL - 2-wire, %		97.03%	98.67%	97.37%	96.72%	93.62%	99.28%			d
OP-5*	UBL - 4-wire, %		93.66%	100%	92.03%	100%	94.41%	100%			a b c d
OP-5*	UBL - ADSL Qualified, %		99.04%	100%	98.92%	100%	98.82%	100%			c d
OP-5*	UBL - DS1 Capable, %		93.66%	95.24%	92.03%	100%	94.41%	95.45%			d
OP-5*	UBL - DS3 Capable, %		100%		100%		100%				a b c d
OP-5*	UBL Analog, %		69.30%	98.05%	68.71%	97.22%	67.90%	98.30%			d
OP-5*	UBL ISDN Capable, %		97.03%	93.02%	97.37%	100%	93.62%	84.09%			d
OP-5*	UDIT Above DS1 Level, %		100%		100%		100%				a b c d
OP-5*	UDIT DS1, %		93.66%	100%	92.03%	100%	94.41%				a b c d
OP-5*	UNE-P, POTS, %		88.76%	90.27%	88.24%	91.41%	88.54%	91.50%			d
OP-5*	UNE-P, Centrex, %		96.88%		97.02%		95.51%				a b c d